



Board Meeting Minutes

Wednesday, March 15th, 2006

1:30 PM

Location: TLC Classroom
(Tempe Public Library – lower level)

Facilitator: Wydale K. Holmes

Members Present: Patty Hatvick, Valerie Hernandez, Lucy Morales, Barbara Lear, Dick Mickle, Carolyn Mills, Anna-Marie O'Brien, Mark Stodola, Carol Clark

Members Absent: Gretchen Maynard, Jeff Kulaga, Lorinda Bush, Kevin Devery, Mitch Bycura

Training Partners Present: Andrea Gattorna, Aaron Peterson

TLC Staff Present: Wydale Holmes, Dawn Oliphant

Agenda Item 1: Training Partners Update

- ITD purchased a new city-wide Learning Management System – Peoplesoft. Expected rollout date is December 2006.
- Police Department has instituted a Civilian Training committee. The committee presents monthly 2 hour training session that covers various topics. Their three main topics are training, development and communication. Aaron thanked TLC for all their help and support.

Agenda Item 2: Care Fair

- The Employee CARE Fair (Safety, Education, and Health) is on Thursday, April 6, 7 AM – 2 PM at Diablo. Stadium. Thank you to those that signed up to work a shift at the TLC/ITD table.
- TLC “thinking caps” were distributed to board members. Please wear the caps to the CARE Fair.
- TLC is promoting the new city slogan, *Tempe, Arizona... The Smart Place To Be*
- TLC is hosting over 13 education exhibitors.

Agenda Item 3: MST I/II

- MST I & MST II are being re-engineered by Wydale. The programs will remain two-day and one-day programs, respectively.
- New items to be incorporated include Disability Awareness, Teamwork and Coaching.
- MST I & II will be on the calendar again starting July, 2006.

Agenda Item 4: Educational Partnerships Update

- Programs have been in place for over one year. This is the difficult period for employee/students. Please cheer them on!
- WIU/MPA - Going well. Had a couple students withdraw.
- ASU/BIS – On spring break this week. Classes resume 3/20/06.

- Gateway AAS – On spring break, had a couple people withdraw and added two new employees to the group.
- ASU/Certified Public Manager (CPM)
 - Information sessions scheduled:
 - Wednesday, April 12th, 2006 8:30-9:30am at the Council Chambers
 - Tuesday, April 18th, 2006 from Noon to 1:00pm in the TLC Classroom.

Agenda Item: 5 Learning and Organizational Development Programs:

Customer Service Classes

- 1) May 4th 1:00-5:00pm TLC Classroom
- 2) June 14th, 2006 8:00am-12:00pm TLC Classroom

Contact Workshops

- 1) “Effective Business Communication”, March 29th, 2006, 12pm to 1:00pm Police Department Auditorium
- 2) “Your Attitude is Showing”, May 10th, 2006, Council Chambers

Reasonable Suspicion: *Drugs in the Workplace*

- 1) While not mandatory, the program is highly recommended for all supervisors. All supervisory and non-supervisory employees may register.
- 2) Program dates (One 4-hour session):
 - a. April 13th, 2006 8:00am to 12:00pm
 - b. April 13th, 2006 1:00pm to 5:00pm
- 3) Main message: partner with HR and PD
- 4) Program updates include case studies
- 5) Program focuses on three areas:
 - a. Drug-free workplace policy and procedures
 - b. Work environment awareness
 - c. Employee assistance program resources

Boating Certification

In response to a request by Parks & Recreation, TLC is partnering with AZ Game & Fish to host an on-site Boating Safety Certification course for city employees serving Tempe Town Lake and Kiwanis Park Lake.

- April 5th, 2006 8:00am-5:00pm in the TLC Classroom. Fee: \$10 (qualifies for tuition reimbursement)

Agenda Item 6: Tempe Schools Training Partnership

Through the City Council’s Education Committee, TLC was approached to partner with the schools serving the Tempe community to address their training needs. TLC is in the very early stages of collaborating with Tempe Union and the Kyrene School Districts.

Agenda Item 7: Committee Debriefs

MST Colors

- 1) Have not gotten final approval to make MST colors mandatory for all supervisors.
- 2) Not sold on the name of MST Colors, still exploring possibilities
- 3) Morning session will consist of administering the temperament tool and the afternoon session will focus on practical application in the workplace.
- 4) Suggested that work “teams” go through the training together.

CPMAC

- 1) Will be working on a survey to CPM graduates/participants to initiate documentation on ROI.
- 2) CPM links were added to the TLC website (Arizona Society of Public Managers, American Academy of Certified Public Managers and the National Certified Public Manager Consortium).
- 3) Will play an active role at the upcoming CPM information sessions.
- 4) Will create a healthy network for CPM graduates and current students by establishing a quarterly networking brownbag .

MARKETING

- 1) Updated several pages on the TLC Webpage. Once completed, there will be a calendar of TLC Programs that will be available for employees to view. Hope is to have it linked to the NEW LMS system early 2007.
- 2) Created a TLC Bulletin board in the TLC office hallway with upcoming development programs, workshops and CPM information sessions.
- 3) Faculty Bio's are being completed and once programs are in place, bios will be added to the webpage.

The next Board Meeting is scheduled for Wednesday May 17th, 2006

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